
Exhibit 300: Capital Asset Plan and Business Case Summary

PART I: SUMMARY INFORMATION AND JUSTIFICATION (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: December 14, 2007
2. Agency: 393
3. Bureau: 000
4. Name of this Capital Asset: Order Fulfillment and Accounting System
5. Unique Project (Investment) Identifier: (For IT investments only, see section 53. For all other, use agency ID system.) 393-00-01-01-01-0012-00
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M ONLY in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)
 Planning Full Acquisition Operations and Maintenance Mixed Life Cycle Multi-Agency Collaboration
7. What was the first budget year this investment was submitted to OMB? FY2005
8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

The National Archives and Records Administration (NARA) Order Fulfillment and Accounting System (OFAS) is a software solution used by organizations within NARA to account for revenue generated by customer requests. OFAS comprises a number of software applications that integrate with one another to a common database. This combination of applications is known as OFAS and it is deployed at more than 25 sites around the country. First deployed in September 1999, OFAS fully replaced the Service Order System (SOS) in May 2000. OFAS also provides an integrated Point of Sale solution and an eCommerce site with real time inventory management. In addition to replacing the existing functionality found in the SOS system and providing Point of Sale functionality, OFAS provides support for NATF Form 80s (forms used to order copies of (1) Ship Passenger Arrival Records (2) Census Records (3) Eastern Cherokee Applications (4) Land Entry Files (5) Federal Pension or Bounty Land Warrant Applications and (6) Military Service Records) and NATF Form 72 (used for other reproduction orders) processing through a variety of applications, including form image scanning, intranet web order entry, and workflow order tracking using the Siebel Order Online solution. OFAS is built upon two COTS products, Microsoft Great Plains and Compass Technologies Point of Sale. OFAS fulfills NARA's agency gap of needing a system to collect and record money received from the public.
9. Did the Agency's Executive/Investment Committee approve this request? Yes
 - a. If "yes," what was the date of this approval? Aug 27, 2007
10. Did the Project Manager review this Exhibit? Yes
11. Contact information of Project Manager?

Name:	Queenie Ogden
Phone:	301-837-2022
Email:	Queenie.Ogden@nara.gov

a. What is the current FAC-P/PM certification level of the project/program manager? 2

12. Has the agency developed and/or promoted cost effective, energy-efficient, and environmentally sustainable techniques or practices for this project. (Answer applicable to non-IT assets only) Yes

a. Will this investment include electronic assets (including computers)? Yes

b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)) N/A

1. If "yes," is an ESPC or UESC being used to help fund this investment? N/A

2. If "yes," will this investment meet sustainable design principles? N/A

3. If "yes," is it designed to be 30% more energy efficient than relevant code? N/A

13. Does this investment support one of the PMA initiatives? No

If "yes," check all that apply: *To check all that applies, double click the grey box next to the initiative you would like to add. Select CHECKED from the default value section and then select OK.*

Human Capital

Budget Performance Integration

Financial Performance

Expanded E-Government

Competitive Sourcing

Faith Based and Community

Real Property Asset Management

Eliminating Improper Payments

Privatization of Military Housing

Research & Development Investment Criteria

Housing & Urban Development Management & Performance

Broadening Health Insurance Coverage through State Initiatives

"Right Sized" Overseas Presence

Coordination of VA & DoD Programs and Systems

a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit <http://www.whitehouse.gov/omb/part.>) Yes

a. If "yes," does this investment address a weakness found during the PART review? No

b. If "yes," what is the name of the PARTed program? Records Services Program

c. If "yes," what rating did the PART receive? Adequate (Effective, Moderately Effective, Adequate, Ineffective, Results Not Demonstrated)

15. Is this investment for information technology? (see section 53 for definition) Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project (per CIO Council PM Guidance)?

- Level 1
- Level 2
- Level 3

17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance):

- Project manager has been validated as qualified for this investment
- Project manager qualification is under review for this investment
- Project manager assigned to investment, but does not meet requirements
- Project manager assigned but qualification status review has not yet started
- No Project manager has yet been assigned to this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2007 agency high risk report (per OMB Memorandum M-05-23)? Yes

19. Is this a financial management system? Yes

a. If "yes," does this investment address a FFMIA compliance area? No

1. If "yes," which compliance area: N/A

2. If "no," what does it address? The need to keep track of revenue from the sales of NARA reproductions and merchandise

b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52 Order Fulfillment and Accounting System (OFAS)

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100% - enter as decimal, e.g., .25 = 25%)

Hardware .00

Software .19

Services .80

Other .01

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? N/A

22. Contact information of individual responsible for privacy related questions:

Name Gary M. Stern

Phone Number 301-837-3026



Title Senior Official for Privacy Policy
E-mail GaryM.Stern@nara.gov

- 23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes
- 24. Does this investment directly support one of the GAO High Risk Areas? No

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be **excluded** from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)				
	PY-1 and Earlier	PY 2007	CY 2008	BY 2009
Planning:	0.000	0.000	0.000	0.000
Acquisition:	4.209	0.000	0.000	0.000
Subtotal Planning & Acquisition:	4.209	0.000	0.000	0.000
Operations & Maintenance:	1.483	0.792	0.734	0.768
TOTAL:	5.692	0.792	0.734	0.768
Government FTE Costs should not be included in the amounts provided above				
Government FTE Costs:	0.19	0.263	0.269	0.277
Number of FTE represented by Costs:	2	3	3	3

2. Will this project require the agency to hire additional FTE's? No
 - a. If "yes," How many and in what year? N/A
3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes

The OFAS project added an eCommerce extension to the system that would allow for sales of merchandise over the internet. Funding was adjusted to account for this modification as well as an FTE that was hired to manage this process. In addition, changes were made as a result of the decrease in licenses needed to operate the system as a result of the startup of the Siebel Order Fulfillment Application.

Section C: Acquisition/Contract Strategy (All Capital Assets)

- Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table:																
Contractor Task Order Number	Type of Contract/Task Order	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start & end date of Contract / Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (\$M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? N	Does the contract include the Required security & privacy clauses?(Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level(Level 1, 2, 3, N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition? Y/N
NAMA -04-M-0015	Performance Based	Yes	Nov 24, 2003	Dec 1, 2003	Nov 30, 2008	3.885367	No	Yes	No	N/A	No	Yes	Anne Hasselbrack	301-837-0521 Anne.Hasselbrack@nara.gov	2	N/A

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2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why: This is an Operations and Maintenance contract and does not require EVM
 3. Do the contracts ensure Section 508 compliance? Yes
 - a. Explain why: NARA specifies Section 508 compliance in all contracts, including small acquisitions to ensure that assistive technology, devices, and services are available to all NARA employees and members of the public with disabilities who use NARA Information Technology equipment in NARA facilities. Contractors are required to design, develop, implement, maintain and upgrade all technologies to demonstrate full compliance with all existing accessibility legislation.
 4. Is there an acquisition plan which has been approved in accordance with agency requirements? Yes
 - a. If “yes,” what is the date? Oct 24, 2003
 - b. If “no,” will an acquisition plan be developed? N/A
 1. If “no,” briefly explain why: N/A

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency’s mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2007	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Mission & Business Results	Customer Services	Average order completion time (days)	14.1 days	Decreases	16.4 days
2007	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Customer Results	Delivery Time	Percent of Fixed Fee Reproduction orders completed in 20 working days or less.	86%	85%	76.21% as of 7/31/07
2007	Goal 4, We will provide prompt, easy, and	Processes & Activities	Costs	Average cost to process a Fixed Fee Reproduction	\$28.74	Decreases	Not avail. Until

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	secure access to our holdings anywhere, anytime			order			10/07
2007	Goal 6. We will equip NARA to meet the changing needs of our customers	Technology	Availability	Percentage of time that internal network are available.	99.85%	99.9%	99.8% as of 7/31/07
2008	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Mission & Business Results	Customer Services	Average order completion time (days)	TBD	Decreases	TBD
2008	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Customer Results	Delivery Time	Complete a percentage of Fixed Fee Reproduction orders in 20 working days or less.	TBD	Increases	TBD
2008	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Processes & Activities	Cycle Time	Average order completion time (days)	TBD	Decreases	TBD
2008	Goal 4, We will provide prompt, easy, and secure access to our holdings	Technology	Availability	Percentage of time that internal network are available.	INSERT FY07 ACTUAL	99.9%	TBD

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	anywhere, anytime						
2009	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Mission & Business Results	Customer Services	Average order completion time (days)	TBD	Decreases	TBD
2009	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Customer Results	Delivery Time	Complete a percentage of Fixed Fee Reproduction orders in 20 working days or less.	TBD	Increases	TBD
2009	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Processes & Activities	Costs	Decrease the average cost to process a Fixed Fee Reproduction order.	TBD	Average Cost to process a Fixed Fee Reproduction Order	TBD
2009	Goal 4, We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Technology	Availability	Percentage of time that internal network are available.	TBD	99.9	TBD

Section E: Security and Privacy (IT Capital Assets only)

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the “Systems in Planning” table (Table 3) and the “Operational Systems” table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the “Name of System” column of the privacy table (Table 8) should match the systems listed in columns titled “Name of System” in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA)

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer “yes” for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment: Yes
 - a. If “yes,” provide the “Percentage IT Security” for the budget year: 3
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment. Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization – Security Table(s):			
Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)
ERA	Government Only	Mar 31, 2008	Mar 31, 2008

4. Operational Systems – Security Table:							
Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed, using NIST 800-37? (Y/N)	Date C&A Complete	What standards were used for the Security Controls tests? (FIPS 200/NIST 800-53, NIST 800-26, Other, N/A)	Date Complete(d): Security Control Testing	Date the contingency plan tested
ENOS	Government Only	Moderate	Y	Aug 19, 2005	FIPS 200 / NIST 800-53	Aug 14, 2007	Sep 6, 2007
OFAS	Government Only	Moderate	Y	May 27, 2005	FIPS 200 / NIST 800-53	Aug 20, 2007	Apr 23, 2007

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG? Yes
 - a. If “yes,” have those weaknesses been incorporated into the agency’s plan of action and milestone process? Yes
6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses? No
 - a. a. If “yes,” specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness. N/A
7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above. N/A

8. Planning & Operational Systems – Privacy Table:					
(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation

8. Planning & Operational Systems – Privacy Table:

(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
ENOS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/orderonline-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-37.html
ERA	Yes	No	Not yet required to be completed at this time.	No	The system is not a Privacy Act system of records.
OFAS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/ofas-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-25.html

Details for Text Options:

Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.

Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.

Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

1. Is this investment included in your agency’s target enterprise architecture? Yes
 - a. If “no,” please explain why? N/A
2. Is this investment included in the agency’s EA Transition Strategy? Yes
 - a. If “yes,” provide the investment name as identified in the Transition Strategy provided in the agency’s most recent annual EA Assessment. OFAS
 - b. If “no,” please explain why? N/A
3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture? Yes
 - a. If “yes,” provide the name of the segment architecture as provided in the agency’s most recent annual EA Assessment: NARA does not have multiple segment architectures – Source: OMB FEA PMO EA Assessment for NARA Q2 FY2007 – March 2007.

4. Service Component Reference Model (SRM) Table:							
Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to http://www.whitehouse.gov/omb/egov/ .							
Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component (a)	FEA Service Component Reused (b)		Internal or External Reuse? (c)	BY Funding Percentage (d)
				Component Name	UPI		
CMRS	This system will provide improved workload management and processes related to fulfilling requests for military records.	Customer Relationship Management	Customer / Account Management	[Not answered]	393-00-01-04-01-0004-00	Internal	0%
OFAS	Financial management system that tracks and provides accounting of customer service requests for reproductions of NARA holdings. This system is used in Archives I to track orders for copies of records, and in Archives II and the regions to process customer transactions via POS. There is also a plan to deploy to Kennedy Library museum store. A Web capability for ordering is planned as part of ENOS.	Supply Chain Management	Ordering / Purchasing	[Not answered]	[Not answered]	Internal	100

5. Technical Reference Model (TRM) Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Ordering / Purchasing	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Citrix
Ordering / Purchasing	Service Platform and Infrastructure	Support Platforms	Platform Dependent	Microsoft Windows
Ordering / Purchasing	Service Platform and Infrastructure	Database / Storage	Database	Microsoft SQL Server
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Servers / Computers	Dell / Compaq
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Epson Receipt Printer
Ordering / Purchasing	Service Platform and Infrastructure	Hardware / Infrastructure	Peripherals	Kodak Scanner
Ordering / Purchasing	Component Framework	Data Interchange	Data Exchange	Microsoft Great Plains
Ordering / Purchasing	Component Framework	Presentation Interface	Dynamic/ Server Side Display	Microsoft IIS

5. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)? No
- a. If "yes," please describe. N/A

PART III: For “Operation and Maintenance” investments ONLY (Steady State)

Part III should be completed only for investments identified as “Operation and Maintenance” (Steady State) in response to Question 6 in Part I, Section A above.

Section A: Risk Management (All Capital Assets)

1. Does the investment have a Risk Management Plan? Yes
 - a. If “yes,” what is the date of the plan? Aug 18, 2006
 - b. Has the Risk Management Plan been significantly changed since last year’s submission to OMB? No
 - c. If “yes,” describe any significant changes: N/A
2. If there currently is no plan, will a plan be developed? N/A
 - a. If “yes,” what is the planned completion date? N/A
 - b. If “no,” what is the strategy for managing the risks? N/A

Section B: Cost and Schedule Performance (All Capital Assets)

1. Was operational analysis conducted? Yes
 - a. If “yes,” provide the date the analysis was completed. Aug 18, 2006
 - b. If “yes,” what were the results? **OFAS is effectively meeting its end user’s needs and demands on a daily basis by providing them a means to collect and account for funds taken in from the public, while striving to make manual processes become more automated. The system is reliable, having experienced very little downtime, and is maintainable because the core product is a Microsoft product. The project is on cost and is working towards providing better service to end users by providing more reports and quicker and easier access to its data.**
 - c. If “no,” please explain why it was not conducted and if there are any plans to conduct operational analysis in the future: N/A
2. Complete the following table to compare actual cost performance against the planned cost performance baseline. Milestones reported may include specific individual scheduled preventative and predictable corrective maintenance activities, or may be the total of planned annual operation and maintenance efforts).
 - a. What costs are included in the reported Cost/Schedule Performance information?
Contractor and Government

2.b Comparison of Plan vs. Actual Performance Table:						
Description of Milestone	Planned		Actual		Variance	
	Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Completion Date (mm/dd/yyyy)	Total Cost (\$M)	Schedule/Cost (# days/\$M)	
1. PY-1 and Earlier	Nov 30, 2003	4.209	Nov 30, 2003	4.206	[Not Answered]	[Not Answered]
2. FY 2004 Maintenance	A. Nov 30, 2004	0.933	Nov 30, 2004	0.933	[Not Answered]	[Not Answered]
3. FY 2005 Maintenance	B. Nov 30, 2005	0.998	Nov 30, 2005	0.998	[Not Answered]	[Not Answered]
4. FY 2006 Maintenance	Nov 30, 2006	0.998	Nov 30, 2006	0.720	[Not Answered]	[Not Answered]
5. FY 2007 Maintenance	1. Nov 30, 2007	2. 0.966	[Not Answered]	0.594	[Not Answered]	[Not Answered]
6. FY 2008 Maintenance	3. Nov 30, 2008	4. 0.734	[Not Answered]	[Not Answered]	[Not Answered]	[Not Answered]
5. 7. FY 2009 Maintenance	6. Nov 30, 2009	7. 0.768	[Not Answered]	[Not Answered]	[Not Answered]	[Not Answered]